ABSTRACT

Systems and methods for automatically providing assistance to a user of a system controlled through menus. Features and aspects hereof include detecting user input requesting information regarding an unselectable (or grayed-out) menu item presently displayed. The user input may comprise hovering the cursor over the unselectable item, right clicking the unselectable item, clicking another menu item on the same menu requesting the information, or other indicia of the user's request for reasons and/or remedies for the unselectable item. A message containing an explanation of the reason for unavailability of the grayed-out menu item and/or possible remedies therefore is displayed. In a particular embodiment, the system comprises a management system and a peripheral device such as a storage system or a network appliance. In another embodiment, the system may provide similar user interface features in an application program operable on a user's computer.